

WIOA Title III

Amendment to the Wagner-Peyser Act of 1933 *Employment Services (ES)/Labor Exchange*

General quarterly updates since the last full board meeting in October 2020.

- DETR received **USDOL’s PY20 and PY21 state negotiated levels of performance** (ATTACHMENT ¹) notification.
- DETR submitted the **WIOA PY19 Annual Narrative Report**² to USDOL.

Nevada JobConnects and Business Services Offices

- Offices remain closed to the public (March – *TBD*):
 - Most staff are working remotely;
 - Most staff are reassigned to work on UI priorities; and
 - *Virtual* employment program deliveries, employer outreach and hiring events are limited. DETR ESD obtained a *virtual* job fair platform (Brazen), which enables DETR’s ability to assist employers to conduct job fairs.

Any COVID-related news/updates related to Title III.

Nevada JobConnects and Business Services Offices

- There is no *eta* on JobConnect offices reopening to the public.
- The Business Service Offices (BSOs) are operating *virtually* in a limited capacity.
- When Nevada JobConnect offices reopen to the public, the number of client visits is projected to be *substantially higher* due to Nevada’s high unemployment rate.
 - For example, in 2019, there were 208,553 visits to Nevada JobConnect offices statewide during a time where the unemployment rate in Nevada was low.
 - In a time when the unemployment rate in Nevada remains one of the highest in the nation, visits to Nevada JobConnect offices are projected to be *substantially higher* than those experienced in 2019.
 - Nevada JobConnects are preparing for the pent-up demand for services that the pandemic has caused.
- Reopening planning and preparation have been occurring since March 2020 w/PPE and safety protocols in place.

¹ **ATTACHMENT 1** – USDOL/WIOA PY20/21 State Negotiated Levels of Performance

² **ATTACHMENT 2** – WIOA PY19 Annual Narrative Report

Any information on service providers that can be shared.

Nevada JobConnects and Business Services Offices

Even though Nevada JobConnect offices have been closed to the public, the limited staff that remain are still providing re-entry services to individuals, including enrollment in the Hope for Prisoners leadership workshop:

- Since July 1, 2020, **116** individuals have been enrolled in the workshop.

Eligible Training Providers (ETPs)

Most eligible training providers (ETPs) received appropriate approval and converted curriculum to *virtual* training to ensure training continued through pandemic.

Any relevant and/or recent performance measure that can be shared.

- DETR submitted the **WIOA PY19 Annual Narrative Report** (noted above; ATTACHMENT ²)
- Title III performance indicators (ATTACHMENT ³)

Any upcoming initiatives and/or plans for the program.

- **A.B. 465 (2019)/NRS 708.7865 - Expanded Solar Access Program's (ESAP) Solar Workforce Innovations and Opportunities Program (SWIO; ATTACHMENT ⁴):**
 - Workforce education, training and job placement program developed by the Department of Employment, Training and Rehabilitation ("DETR") in conjunction with potential employers and community stakeholders.
 - The intent of the SWIO is to serve as a catalyst to introduce Nevadans from low-income communities to employment opportunities in the solar installation occupation and expose them to apprenticeship opportunities. SWIO will emphasize the recruitment underserved, underrepresented, and low-income members of the community for referral to the SWIO program.
 - In collaboration with potential employers and stakeholders, DETR has developed the following SWIO Workforce Development Plan ("Plan") as directed by law and corresponding regulations (R136-20I). Said Plan outlines the facility of recruitment, screening and referral of candidates to the International Brotherhood of Electrical Workers ("IBEW") that is the labor union that will provide on-the-job training.
- **Nevada's Legislative Committee on Energy**
 - Committee urged key agencies and stakeholders (DETR, NDE, NSHE, and the mining industry) to form industry-education partnerships throughout the education continuum to ensure education and training become stronger and more comprehensive in mining and mineral-related fields.
 - DETR Title III program staff will work with education and industry on a training and job placement program similar to that of the program in A.B. 465, noted above.

³ **ATTACHMENT 3:** Title III Performance Indicators

⁴ **ATTACHMENT 4** – ESAP/SWIO



June 16, 2020

Heather Korbulic

Director

Nevada Department of Employment Training and Rehabilitation (DETR)

500 East Third Street

Carson City, NV 89713

Dear Ms. Korbulic:

This letter finalizes the agreed-upon Program Year (PY) 2020 and PY 2021 Workforce Innovation and Opportunity Act (WIOA) title I and Wagner-Peyser Act, as amended by WIOA title III, program performance targets. Following a review of the statistical adjustment model predicted outcomes, data supporting the proposed performance targets, and subsequent discussions with state staff, we are confirming the final negotiated performance targets as follows:

WIOA title I - Adult	PY 2020	PY2021
Employment Rate 2 nd Quarter after Exit	76.0%	76.0 %
Employment Rate 4 th Quarter after Exit	70.0%	70.0%
Median Earnings 2 nd Quarter after Exit	\$5,700	\$5,700
Credential Attainment Rate	77.0%	77.0%
Measurable Skill Gains	62.5 %	62.5 %
 WIOA title I - Dislocated Worker	 PY 2020	 PY2021
Employment Rate 2 nd Quarter after Exit	83.0%	83.0%
Employment Rate 4 th Quarter after Exit	83.5%	83.5%
Median Earnings 2 nd Quarter after Exit	\$7,400	\$7,400
Credential Attainment Rate	82.5%	82.5%
Measurable Skill Gains	64.0%	64.0%
 WIOA title I - Youth	 PY 2020	 PY2021
Education and Employment Rate 2 nd Quarter after Exit	65.0%	65.0%
Education and Employment Rate 4 th Quarter after Exit	68.0%	68.0%
Median Earnings 2 nd Quarter after Exit	\$3,829	\$3,829
Credential Attainment Rate	56.0%	56.0%
Measurable Skill Gains	50.0%	50.0%
 Wagner-Peyser WIOA title III	 PY 2020	 PY2021
Employment Rate 2 nd Quarter after Exit	73.3%	73.3%
Employment Rate 4 th Quarter after Exit	72.3%	72.3%
Median Earnings 2 nd Quarter after Exit	\$5,400	\$5,400

Please enter these final negotiated performance targets into the State Plan Portal (<https://wioaplans.ed.gov/>) by no later than June 30, 2020, to modify your Unified or Combined PY 2020-2023 WIOA State Plan. We appreciate the thorough and comprehensive discussions with your staff, and agreement on the PY 2020 and PY 2021 performance targets.

If you have any questions, please contact Jeffrey Patton, Federal Project Officer, at (415) 625-7945 or patton.jeffrey.d@dol.gov, or Karen Connor, Workforce Division Chief at (415) 625-7962 or connor.karen@dol.gov.

Sincerely,

A handwritten signature in black ink, appearing to read 'N. Lalpui', with a stylized flourish at the end.

Nicholas E. Lalpui
Regional Administrator

CC: Kimberly Gaa, Administrator, Employment Security Division



Nevada's Workforce Development System

Annual Report

Program Year 2019
July 2019 – June 2020

Presented by:

Nevada's Workforce Development Boards

Coordinated by:

*State of Nevada Department of Employment Training and
Rehabilitation*

Published:

December 01, 2020

Preface

Through Workforce Innovation and Opportunity Act (WIOA) funding, the Department of Employment, Training and Rehabilitation (DETR), the Office of Workforce Innovation (OWINN), and the state's two Local Workforce Development Boards (LWDB) provided an array of quality programs and services during Program Year (PY) 2019. Individuals and businesses benefited from well-established offerings. Opportunities around the state included unique approaches to engage out-of-school youth, projects to assist veterans and individuals with significant barriers to employment, and promising programs designed to further economic growth.

WIOA funding, as well as funds from other sources, play a role in providing a level of services that will meet Nevada's workforce needs. Successful outcomes were attained and WIOA performance levels were met, and often exceeded, through exceptional efforts by the state and the two LWDBs. The positive results of these endeavors are reflected in this Annual Report and its supporting appendices.

Governance of the Nevada Workforce System

The Workforce Investment Act of 1998 (WIA) provided the framework for states to build workforce investment systems that would vastly improve the delivery of employment services to the community. The goal of the system was to provide workforce investment activities through statewide and local efforts that increased the employment, retention and earnings of participants, and increased occupational skill attainment. Under the Act, the Governor's Workforce Investment Board (GWIB) was established in accordance with WIA Section 111 (PL 105-220), and through the Governor's Executive Order.

WIOA, which replaced WIA as the primary federal workforce development legislation, is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers that they need to compete in the global economy. Under WIOA, the Governor's Workforce Development Board (GWDB) was reauthorized in Section 101 and through Governor's Executive Order 2015-08.

Governor's Office of Workforce Innovation (OWINN)

The Governor's Office of Workforce Innovation (OWINN) was established through Governor's Executive Order [2016-08](#) and subsequently codified in Nevada Revised Statutes (NRS) 223.600. OWINN serves as the statewide workforce coordinating agency between K-12, postsecondary, the publicly funded workforce system, and the employer community. OWINN's mission is to help develop a skilled and diverse workforce aligned with the needs of business and industry within the state of Nevada by promoting cooperation and collaboration among all entities focused on workforce development. The primary responsibilities of OWINN are to (1) leverage labor market data, (2) design career pathways designed by the State of Nevada, (3) scale apprenticeships, (4) identify industry-recognized credentials, and (5) promote responsive workforce policies.

OWINN also operates as the State Apprenticeship Agency, overseeing existing apprenticeship programs and bringing prospective apprenticeship program applications before the State Apprenticeship Council at public hearing for approval. In addition, OWINN is responsible for the Nevada P-20 to Workforce Research Data System (NPWR), the statewide longitudinal data system, which helps guide and inform education and workforce policy by fostering data-driven decision-making.

OWINN oversees eight industry sector councils which consist of representatives of Nevada businesses, education and labor in order to facilitate data-driven recommendations concerning sector-specific workforce needs and challenges that will help guide state workforce development efforts. The industries represented in these sector councils are: Aerospace and Defense; Natural Resources; Health Care and Medical Services; Information Technology; Manufacturing and Logistics; Mining and Materials; Tourism, Gaming and Entertainment; and Construction. Although the industry sector councils did not meet in 2020, OWINN staff did hold teleconferences with each of the industry sector council chairs in April of 2020 to discuss ideas on how to reconstitute and reinvigorate the councils in the future.

OWINN engages with core partners and agencies to continually improve Nevada's workforce system. These agencies include: Nevada Department of Employment, Training, and Rehabilitation (DETR), Nevada Department of Education (NDE), Nevada System of Higher Education (NSHE), Nevada Department of Health and Human Services (DHHS), Governor's Office of Economic Development (GOED), the Office of Science, Innovation, and Technology (OSIT), Workforce Connections and Nevadaworks (the state's local workforce development boards), and the Governor's Workforce Development Board (GWDB). OWINN also engages in meaningful partnerships with the state's Regional Development Authorities (RDAs) and local chambers of commerce.

Work-based Learning

Work-based Learning has been a major priority for OWINN over the past year with several key accomplishments to highlight:

- To help align and support high growth/in-demand career pathways in Nevada, OWINN has engaged in partnership with the Nevada Department of Education (NDE) to pull all of the 25+ Work-based Learning Coordinators in Nevada's school districts together to discuss current efforts, offer support, and discuss upcoming opportunities.
- In January 2020, OWINN was selected by the National Governor's Association (NGA) to serve as a mentor state in their Work-based Learning Academy. By serving as a mentor state, Nevada has been highlighting the development of career pathways in the state and how work-based learning is integrated into state workforce development strategies.

Apprenticeship

As the State Apprenticeship Agency, OWINN oversees existing apprenticeship programs and helps prospective programs appear before the State Apprenticeship Council for approval. There

are currently 66 program sponsors and 146 occupations that are registered apprenticeships in the state. Recent development on apprenticeships in Nevada include the following:

- OWINN helped develop and launch a Certified Nursing Assistant (CNA) Apprenticeship program in partnership with NSHE and NV Hope. The new partnership based in southern Nevada will place NV Hope CNA program participants into CNA apprenticeships with healthcare employers who have signed on to participate as host companies. This new program fills a huge need for healthcare providers in the state.
- OWINN has called a consortium together to develop IT apprenticeship programs in Nevada. Key thought leaders from across the state have participated and future work is planned.
- A task force has been formed to support the efforts of workforce development in the City of Mesquite. OWINN is assisting in the development of apprenticeship development focused on healthcare – CNA, Medical Assistant (MA) and HVAC.
- OWINN supported two electrician apprenticeship programs, Nevada Electrical Training Center and the United Electrical Services, with needed supplies (books, tools, boots, etc.) for participation in the electrician apprenticeship programs. Nearly 100 apprentices are currently being supported as they begin their apprenticeship program.
- Titanium Metal Corporation, in partnership with United Steel Workers Local 4856 and the College of Southern Nevada, were approved by the State Apprenticeship Council in February 2020 to be the sponsor of several new occupations including industrial maintenance mechanic, machinist and welder.

Pay-for-Performance

Using WIOA Governor’s Reserve funds, OWINN aimed to accelerate and expand work-based learning opportunities for individuals to better prepare them for the future labor market. OWINN leveraged the pay-for-performance model by requiring the contractor or provider to receive reimbursement based on their program’s success of outcomes. Providers maintained a formal or informal partnership with at least one Nevada employer who was committed to providing individuals with a meaningful and high-quality on-the-job experience.

Funding was prioritized for work-based learning opportunities that included one or more of the following:

1. internships/co-operatives that were paid
2. on-the-job learning
3. job-related technical instruction
4. pre-apprenticeship/apprenticeship readiness training or registered apprenticeship

The goals of the pay-for-performance contracts/grant were to:

1. Strengthen the alignment of workforce investment, education, and economic development systems in support of a comprehensive, accessible and high-quality program to increase the prosperity of both workers and employers.

2. Provide workforce investment activities to increase a worker’s knowledge and skills as well as access to postsecondary credentials to increase employment, earnings and economic self-sufficiency.
3. Increase access for those who face barriers to employment, education, training, and supportive services.

Request for Proposals (RFPs) were solicited and contracts were awarded to the Foundation for an Independent Tomorrow (FIT), the Northern Nevada Electrical Training Center (NNETC), and Tech Impact.

Required performance outcomes include at least one or more of the following for each of the program participants:

PERFORMANCE OUTCOMES	
<i>Internships; On the-Job Learning; Related Technical Instruction; Pre-apprenticeship</i>	<i>Registered Apprenticeship</i>
<ol style="list-style-type: none"> 1. Participant is hired by an employer with income of at least \$10.94ⁱ or more if they are a young adult between the ages of 16-24 or special population previously unemployed 2. Participant matriculates to a Registered Apprenticeship program at the duration of their WBL program; or 3. Participant is promoted and receives a pay increase of at least 2 percent (if already employed) 	<ol style="list-style-type: none"> 1. Participant completes Registered Apprenticeship education/ training program and receive a degree or industry-recognized credential; or 2. Participant completes Registered Apprenticeship program and employed by a Nevada employer consistent with a journey worker’s average wage for the occupation

The COVID-19 pandemic has had a significant impact on performance outcomes. A hiring freeze was instituted in many of the state’s industries, and state mandated restrictions were put in place. Though participants may have successfully completed a program or training, they were often unsuccessful in securing job placements given the unique circumstances of the pandemic, or they moved into other industries or occupations.

FIT had 44 participants in their CNA program who enrolled and completed their program which consisted of five weeks of classroom training and one week of clinical training. Of those, only eight were unable to move into employment or complete a secondary outcome.

Northern Nevada Electrical Center enrolled 34 participants in their apprenticeship program, 22 of which became indentured apprentices (three participants identified as disabled and two as veterans). Of those who were non-indentured, all were employed upon completion of the program except for one due to COVID-19 complications.

Tech Impact enrolled 29 participants, 23 of which moved into program-related employment. The IT field saw various barriers to entry for employment, one of those being that the starting wage was significantly lower during the pandemic and did not always meet the criteria for an employment outcome completer. There were also instances where participants were hired upon completion of the program but were laid off as a result of the pandemic.

WIOA State Plan

The Governor's Workforce Development Board, comprised of 33 members at capacity with representatives from all four of the core WIOA title programs, businesses, workforce/labor institutions, and state and local government, is Nevada's state workforce board charged with the responsibility of overseeing and leading the effort to improve the state workforce system, and development of the WIOA State Plan.

To create a more engaged and focused board, the GWDB underwent a structural change in 2020 with the creation several subcommittees with different focus areas. One of the subcommittees, Strategic Planning, is responsible for developing modifications for the current 2020 WIOA State Plan which is due in 2022. Because the 2020 state plan was developed before the COVID-19 pandemic, many of the plan's components need revamping to reflect current realities and ambitions. The Strategic Planning subcommittee, comprised of state-board members and individuals from other parts of the state workforce system, lead the effort to redesign the state plan to a combined state plan incorporating in other programmatic areas such as secondary and postsecondary career and technical education (CTE). Preliminary plans to undertake this effort include assembling various work groups and establishing communication pipelines with stakeholders throughout the state to seek input on how the state plan needs to change.

Describe the State's Approach to Customer Satisfaction

Nevada utilized a survey system, Opinionmeter, through computers located in each JobConnect (NJC) office that were designated specifically for gathering survey data. Based on the number of customers requesting services at each office determined how many surveys should be completed both weekly and monthly at each NJC location. Customers (job seekers) were randomly selected and requested to take the survey after services have been provided by NJC or partner staff. To ensure a random selection of customers, neither the individual nor staff knew which customers would be asked to complete the survey until the individual was ready to leave the office.

Outcomes for the Customer Surveys

The following outcomes were obtained for this PY19 reporting period:

7/1/2019 – 6/30/2020: 6,783 surveys were completed by individuals: 92.82% (= 6,296 job seekers) job seekers indicated that they were satisfied with services and would return to a JobConnect office.

7/1/2019 – 6/30/2020: 12 surveys were completed by employers: 91.67% (= 11 employers) indicated that they would use services again.

These survey responses are weekly for review and corrective steps to be taken if necessary, based

on customer satisfaction levels.

SARA (Semi-Autonomous Research Assistant)

SARA was developed by The Career Index (TCI) and was offered for state piloting by the U.S. Department of Education, Rehabilitation Services Administration (RSA). Nevada participated in that state pilot. Nevada was one of three states nationwide that was awarded this Workforce Innovation Pilot Project (with Alaska and Kentucky). Subsequently, DETR successfully applied for and was awarded a competitive grant from the U.S. Department of Labor (DOL) in October 2016 that included \$1,400,000 each year for two years for statewide implementation of the SARA software. DETR applied for and received a one-year extension on the grant with access to one year's worth of the funding through September 30, 2019.

SARA is a cloud-based virtual assistant software designed to contact clients/consumers via text and/or email that provides a two-way communication pipeline between SARA and the client, recording these communications directly into Nevada's workforce management information system (MIS), EmployNV, case notes. SARA can perform some of the more menial tasks and data entry for staff, thereby freeing up their time for more complex tasks and increased direct customer service. SARA also can communicate shared information between statewide agencies, facilitating potential common registration. SARA collects common performance measure data directly from the client including employment information, wages, credential attainment and skill gains. A client/consumer may take a picture of a wage stub or credential and send the image to SARA, where it is then uploaded it into the individual's EmployNV case notes. At the conclusion of the communication, SARA sends a request to the client to complete a customer satisfaction survey.

SARA was implemented over the biennium and became fully functional with all four WIOA core title programs: Titles II (Adult Education and Family Literacy Act/AEFLA) and IV (Vocational Rehabilitation) launching in January 2018; and Titles I (Adult, Dislocated Worker and Youth) and III (Wagner-Peyser) launching in October 2018.

Outcomes for the SARA Surveys

The following outcomes were obtained for this PY19 reporting period:

7/1/2019 – 6/30/2020: 335 surveys completed by individuals (93.06%; out of 360 customers)

7/1/2019 – 6/30/2020: 253 customers indicated that they would be very likely to recommend our services (81.09%)

7/1/2019 – 6/30/2020: 235 customers rated our services as excellent (72.53%)

WIOA Titles I and III

The following demonstrate the negotiated and actual levels of performance obtained for this PY19 reporting period in the WIOA Titles I (Adult, Dislocated Worker and Youth) and III (Wagner-Peyser) programs:

Performance Measures	Negotiated level of Performance	Actual Performance
Adults		
Employment 2 nd quarter after exit	74.0%	73.0%
Employment 4 th quarter after exit	61.40%	73.4%
Median Earnings in the 2 nd quarter after Exit	\$5,100	\$6,078
Credential attainment rate	54.0%	81.0%
Dislocated Workers		
Employment 2 nd quarter after exit	84.1%	84.9%
Employment 4 th quarter after exit	65.3%	83.6%
Median Earnings in the 2 nd quarter after Exit	\$6,900	\$8,440
Credential attainment rate	62.0%	82.1%
Youth		
Education or training activities or employment in the 2 nd quarter after exit	61.0%	66.5%
Education or training activities or employment in the 4 th quarter after exit	49.0%	71.9%
Credential attainment rate	41.0%	57.4%
Wagner-Peyser		
Employment 2 nd quarter after exit	72.5%	72.8%
Employment 4 th quarter after exit	61.0%	71.3%
Median Earnings	\$4,850	\$5,410

EmployNV

EmployNV is Nevada’s state-of-the-art workforce management information system (MIS), which was fully implemented within this PY19 reporting period. EmployNV has significantly expanded the reporting capabilities of WIOA partners and programs and provides additional service delivery capabilities and self-service improvements. EmployNV captures WIOA Participant Individual Record Layout (PIRL) data at the time of client/participant registration and automatically updates through the progression from reportable individuals to actual participants in WIOA Title I and/or Title III Wagner-Peyser. Additionally, EmployNV has established business rules that provide assurance that the common exit methodology required by

DOL is utilized. This affects all enrolled participants who have not received a DOL administered program service for at least 90 days, when no future services are planned.

In response to the COVID-19 pandemic CARES Act, EmployNV was enhanced to implement and administer Pandemic Unemployment Assistance (PUA) benefits. In partnership with DETR's Unemployment Insurance Support Services (UISS) office, DETR's Workforce Investment Services (WISS) office implemented the PUA module in May 2020.

Nevada JobConnect: The Employment Security Division - a Proud Partner of the American Job Centers of Nevada

The Employment Security Division (ESD) is organizationally a statutorily defined division within DETR ([NRS 612.049](#)). The Nevada JobConnect offices are the employment services delivery system of ESD. Nevada JobConnect has nine (9) offices strategically located throughout the metropolitan and rural areas of Nevada, all of which provide a full range of employment services that meet the needs of the residents and businesses in the community in which they are located. In addition, ESD also operates day labor offices in Reno and Las Vegas and a JobConnect Business Services Office in both Reno and Las Vegas. JobConnect is also a seated partner in the comprehensive One-Stop American Job Centers in Reno and Las Vegas.

Nevada's economy like other state's economies has been severely impacted by the COVID-19 pandemic which resulted in both business closures and downsizing. The hospitality industry, which is the largest business sector in the state, was the most significantly impacted. In January 2020, the state's pre-pandemic insured unemployment rate was four percent (4%). By April of 2020, the unemployment rate had increased to 30 percent. In June 2020, the state's insured unemployment rate was 15 percent. The business community is operating under significant restrictions necessary due to the pandemic. Those restrictions coupled with the 54 percent year-to-date drop in visitor volume has contributed to the state's economic uncertainty.

In March 2020 due to the pandemic, all Nevada JobConnect offices were closed to the public and 90 percent of the Workforce Service Representatives were reassigned to work in the unemployment insurance program as claims examiners, adjudicators or other support positions.

Although the JobConnect offices are closed, 10 percent of the JobConnect staff are continuing to provide veterans services, reentry services, rapid response services, and business services. These services area all being provided virtually (e.g., telephone or online). DETR hopes to reopen its 9 JobConnect offices, two (2) Business Services office and two (2) Day Labor offices in the third quarter of the program year. Reopening will necessitate a complete revamping of the JobConnect business model to emphasize telephone services and online services versus in-person services. Prior to the closure, JobConnect offices had visitor counts as high as 3,500 per month. Transitioning this number of customers to online and phone services will be challenging.

Nevada JobConnect Job Seeker Services

Upon JobConnect reopening, the offices expect to continue providing the business and job seeker communities the same outstanding service choices that they have grown accustomed to from Nevada JobConnects. These services include:

- **Wagner-Peyser:** Wagner-Peyser labor exchange services are heavily utilized by both the business community and job seekers throughout the state. Business customers range from multi-national corporations to small neighborhood businesses.
- **Veterans Services:** Veterans services targeted at veterans with significant barriers to employment (SBE). Seven of the nine JobConnect offices have at least one Disabled Veteran Outreach Program (DVOP) on site. The two that do not have a DVOP on site are served as outreach locations by a DVOP from a nearby office.
- **Day Labor Services:** Day Labor Services offices are located in Sparks and Las Vegas, Nevada. These services are also provided at each of the rural JobConnect offices. Day labor services are a targeted safety net for workers who because of homelessness or other economic problems must work in a job that pays daily. These services also provide the DVOPs and Wagner-Peyser staff a chance to reach out to these workers to assist them to break out of the cycle of day labor circumstances.
- **Career Enhancement Program (CEP):** Career Enhancement Program (CEP) services include short-term occupational training, assistance with items needed to begin training (TRE) and assistance with items needed to begin employment (e.g., work cards, health cards, tools, and uniforms).
- **Silver State Works (SSW) program:** The Silver State Works program targets unemployment claimants, reentry individuals, Temporary Assistance for Needy Families (TANF) recipients, and veterans providing on-the-job training and incentive-based employment opportunities.
- **ESD Work Experience:** The ESD Work Experience initiative targets hard-to-place individuals. It allows an employer the ability to “test drive” an employee for approximately 320 hours before making a hiring decision. During the 320 hours, JobConnects pay the individual’s wages.
- **Pathway to \$15 program:** This program targets the underemployed or part-time worker. It provides intensive employment services, training and other services to assist an individual to obtain a job paying at least \$15.00 per hour or puts them on a pathway to a position paying at least that wage.
- **Trade Adjustment Act (TAA):** TAA services to assist individuals who have become displaced due to foreign competition.
- **Rapid Response Services:** Provides workforce services to individuals who are dislocated or pending dislocation.

In addition to the above-referenced services, all JobConnect offices have become certified affiliate sites and have the presence of WIOA title I services in person or virtually. Each JobConnect office also has a self-service resource center where job seekers can avail themselves with resume assistance, employment information, skill testing, and other services beneficial to their securing employment.

Labor Exchange/ Effectiveness in Serving Employers

Labor Exchange, also referred to as Employment Services, is the most robust reemployment program in Nevada. It is the driver of over 70 percent of all workforce activities in the nine JobConnect offices. The JobConnect brand to the business community and job seekers is synonymous with recruitment or employment. A reflection of this is that the metropolitan JobConnect offices in Las Vegas often have traffic in excess of 1,000 job seekers per week. As a result of this very high usage by job seekers, businesses put a high value on using JobConnect assisting with their small and large recruitments. In this past calendar year, Nevada businesses listed over 81,000 job openings through Nevada JobConnects.

Business usage is critical to the effectiveness of the JobConnect centers. To measure the effectiveness at assisting businesses, Nevada's performance measures include (1) repeat business and (2) penetration rates in the business community. Nevada also utilizes business satisfaction surveys after hiring events and other business-related special activities to measure effectiveness and promote continuous improvement.

Career Enhancement Program

The Nevada Career Enhancement Program (CEP) is an integral part of the menu of services that JobConnect makes available to businesses and job seekers. The intent of this program is to expedite unemployed individuals' abilities to return to work through short-term vocational skill training or the removal of financial barriers that prevent their accepting an offer of employment.

Financial barriers include expenses that are often incurred by a prospective employee prior to being able to begin employment in an offered position. Examples of these include costs for health cards, gaming cards, background checks, security clearances, alcohol awareness classes and certifications, work clothing, safety shoes, and basic tools. While these costs are nominal, they can be an insurmountable hurdle to an individual who is suffering financial hardship due to being unemployed. The financial inability to purchase required items often prevents job seekers from being able to accept offered employment.

The flexibility and responsiveness of the CEP allows the JobConnect offices to react quickly to real-time needs of Nevada's job seekers and employers.

Effectiveness in Serving Employers

Nevada chose Employer Penetration Rate and Repeat Business Customers as business effectiveness performance measures. As part of tracking these measures, Nevada utilizes Opinionmeter to survey businesses after hiring events and other special activities that are performed. There are no state-established measures for this program year. (Appendices SAS report).

A- PY2019 Self-Appraisal System (SAS) Report



SAS Report

B- PY2019 State Evaluation Activities



State Activities

USDOL-ETA Waivers

Nevada has been approved for one waiver request regarding the obligation of Eligible Training Providers (ETPs) to report performance data on all students in a training program. Nevada recognizes the importance of monitoring provider performance; however, requiring training providers to produce data on all individuals, instead of solely WIOA-funded participants, creates a barrier and reduces the training choices and opportunities available to program participants by fewer ETPs and training programs applying for inclusion on the Eligible Training Provider List (ETPL). The waiver was approved through June 30, 2021.

Nevada had a waiver request in place from last program year, waiving ETPs from reporting outcome information for all WIOA participants, but not for their total population. This request has reduced the burden on training providers to collect this data allowing provider to focus on the program training producing positive outcomes and increasing training enrollment participation. This waiver was approved through June 30, 2020.

The COVID-19 pandemic has greatly impacted ETPs and the available classroom trainings. With more training programs moving towards a virtual format, the demand is high to increase enrollment numbers, not only for WIOA performance measures but also for providers to keep their doors open. The granting of these waivers has allowed ETPs to reach out to more participants who have been affected by the pandemic giving them the opportunity to complete their training goals and work towards gainful employment.

Nevada's Approach to Data Element Validation

Nevada uses several strategies for data element validation (DEV). First, the WIOA program monitoring worksheets that are utilized for on-site reviews have been updated to include the elements outlined in the Source Documentation Requirements for Programs Guide issued by DOL. Additionally, program staff assigned to WIOA conduct desktop monitoring to validate that the correct data is being captured. In addition, each quarterly PIRL report is analyzed by the DETR WISS Automated Reporting team with program staff. Lastly, Nevada's MIS system, EmployNV, has been updated to create audit forms for conducting DEV. This new programming allows for PIRL data elements to be audited by program funding. Elements can be limited to program-required only elements as needed for auditing purposes. With this new programming comes the modification of the Data Sample Request page to accommodate selection of the new audit templates.

Rapid Response Activities and Layoff Aversion

The primary responsibility to carry out state Rapid Response activities remains with the state workforce agency, DETR. The agency is designated by the governor to ensure delivery of comprehensive workforce services to businesses in transition and workers facing dislocation due to layoffs and/or business closures of any size, both in the Worker Adjustment and Retraining Notification Act (WARN) and non-WARN instances. These services are coordinated through DETR's WISS unit. Nevada's Rapid Response team is a coordinated activity that includes individuals from the local workforce development boards, dislocated worker service providers, organized labor, and DETR's ESD division all of whom are all part of the American Job Centers

of Nevada. The team endeavors to educate businesses and dislocated workers about services and information available through federal, state and local organizations to reduce the effects of businesses in transition. In PY19, Nevada’s Rapid Response team reached out to approximately 273 employers that were in transition due to business needs and/or due to COVID-19 pandemic impacts, and introduced services and provided information both in person and virtually following the beginning of the pandemic to approximately 29,322 dislocated workers. Additionally, the team makes every effort to conduct immediate assessments with employers and employee representatives to evaluate the specific needs of the event and to provide intervention services that include layoff aversion activities when possible. In PY19, the Rapid Response team coordinated job fairs that assisted 1,749 dislocated workers to avert being laid off prior to COVID-19. Nevada’s Rapid Response unit works in conjunction with the Trade Adjustment Assistance (TAA) program to ensure all activities are available to businesses in transition and assist dislocated workers transition into employment as quickly as possible.

WIOA Title I Activities: Adult, Dislocated Worker and Youth

There are two local workforce development boards (LWDBs) serving the state: Nevadaworks serves the 13 northern Nevada counties and Workforce Connections serves the four southern Nevada counties. Both LWDBs continue to expand their activities. During PY19, Nevadaworks launched a pilot program with Metrix Learning called “SkillUp Northern Nevada” to provide online educational and training services to individuals residing in northern Nevada. Workforce Connections was selected by the U.S. Department of Health and Human Services’ Office of Family Assistance to lead the collective impact initiative: Thriving Communities for a Better Southern Nevada. Local board activities are described in detail in the report appendices.

C- Nevadaworks Annual Report 2019



NW_PY19 Annual Report

D- Workforce Connections Annual Report 2019



WFC_PY19 Annual Report

ATTACHMENT 3

TITLE III PERFORMANCE INDICATORS (PI)

EMPLOYMENT SERVICES

PI 1: Number of Job Seekers Registered

Verified September Data	Goal	Actual
9/30/2020	9,000	57,002

LABOR EXCHANGE

PI 1: Number of Job Orders from Employers

Verified September Data	Goal	Actual
9/30/2020	1,565	1,915

PI 2: Number of Job Openings from Employers

Verified September Data	Goal	Actual
9/30/2020	3,950	6,248

PI 3: Number of Job Referrals

Verified September Data	Goal	Actual
9/30/2020	6,060	423

PI 4: Number of Job Placements

Verified September Data	Goal	Actual
9/30/2020	965	151

HIRING EVENTS

PI 1: Number of Hiring Events

Verified September Data	Goal	Actual
9/30/2020	100	2

EMPLOYMENT SECURITY
DIVISION

Workforce Investment
Support Services



STEVE SISOLAK
Governor

JEFF FRISCHMANN
Acting Administrator

LYNDA PARVEN
Deputy Administrator

October 26, 2020

Rainie Mitchell
Renewable Energy & Origination
NV Energy
6226 W. Sahara Ave., MS B13RE
Las Vegas, NV 89146

RE: Assembly Bill (AB) 465: Solar Workforce Innovations and Opportunities Program's Workforce Development Plan

Dear Ms. Mitchell,

Pursuant to AB 465 (2019), Nevada Revised Statutes (NRS) 708.7865(2)-(4) and pending regulations R136-20I, attached please find the Department of Employment, Training and Rehabilitation's (DETR's) *Workforce Development Plan* for the Solar Workforce Innovations and Opportunities Program (SWIO) under the Expanded Solar Access Program (ESAP).

If you have any questions or concerns, please contact me at (775) 684-0317, retapia@detr.nv.gov.

Sincerely,

Roberta Tapia
ESD Program Specialist III

cc: Elisa Cafferata, Director – DETR
Jenny Casselman, Deputy Director – DETR
Christopher Sewell, Chief of Operations/Legislative Liaison - DETR
Jeff Frischmann, Acting Administrator – DETR/ESD
Lynda Parven, Deputy Administrator – DETR/ESD
Ron Fletcher, ESD Chief of Field Services – DETR/ESD
Kristine Nelson, ESD Program Chief – DETR/WISS

500 East Third Street • Carson City, Nevada 89713
2800 E. St. Louis Avenue • Las Vegas, Nevada 89104
<https://detr.nv.gov>

Assembly Bill 465 (2019) – NRS 708.7865
Expanded Solar Access Program
Solar Workforce Innovations and Opportunities Program’s
Workforce Development Plan

EXECUTIVE SUMMARY

Assembly Bill (AB) 465, codified in NRS 704.7865(6)(n) – Expanded Solar Access Program (“ESAP”), provides for the development of a Solar Workforce Innovations and Opportunities Program (“SWIO”) that is a workforce education, training and job placement program developed by the Department of Employment, Training and Rehabilitation (“DETR”) and its appropriate industry sector council in conjunction with potential employers and community stakeholders. The intent of the SWIO is to serve as a catalyst to introduce Nevadans from low-income communities to employment opportunities in the solar installation occupation. SWIO will emphasize the recruitment underserved, underrepresented, and low-income members of the community for referral to the SWIO program.

In collaboration with potential employers and stakeholders, DETR has developed the following SWIO Workforce Development Plan (“Plan”) as directed by law and corresponding regulations (R136-201). Said Plan outlines the facility of recruitment, screening and referral of candidates to the International Brotherhood of Electrical Workers (“IBEW”) that is the labor union that will provide on-the-job training,

ROLES AND RESPONSIBILITIES

DETR will conduct the following to facilitate the identification and referral of candidates to the IBEW for enrollment in the SWIO program:

Recruitment

The *Targeted Candidate Recruitment*¹ will include underserved, under-represented, and low-income community members, which reside in or around the community in which an ESAP project will be built. In accordance with NRS 704.7865(2)(i), DETR will ensure that not less than 50 percent of the employees engaged or anticipated to be engaged in construction of a community-based solar resource under the ESAP are residents of the State of Nevada.

Once NV Energy alerts DETR that an ESAP site has been approved, DETR will create and manage a recruiting plan in close coordination with the International Brotherhood of Electrical Workers (“IBEW”), Joint Apprenticeship Training Centers (“JATC”), Northern Nevada Electrical Training Center (“NNETC”) and NV Energy. The recruitment plan will be tailored to the needs of the project based on the number of Targeted Candidates needed and deadline dates for referral to the IBEW and JATC/NNETC.

The recruitment plan will identify and contact the various resources where the Targeted Candidate Recruitment can be reached. DETR will also work with career counselors and Career and Technical Education (“CTE”) programs, to provide a pipeline of qualified youth ages 18 – 24 years old and adults. This will also create increased awareness among parents and family members in Targeted Candidate Recruitment areas to the ESAP career opportunities.

All recruiting efforts will refer and direct the Targeted Candidates to a Nevada JobConnect Office or One-Stop Center with a Nevada JobConnect Representative. Many of these offices are located within traditionally diverse low-income communities and provide service to thousands of Nevadans each year. These locations provide individualized job-matching, job preparation workshops, skills-based assessments and other supportive services.

¹ Underserved, under-represented, and low-income segments

Marketing and Promotion

Marketing campaigns (e.g. radio, TV, print, social media) will be tailored to effectively reach audiences in the *Targeted Candidate Recruitment*. The plan will promote job opportunities under the ESAP.

DETR will also coordinate a concentrated outreach including but not limited to community-based organizations, local chambers, and recreation and government centers. DETR will also work with workforce development organizations to identify locations for job fairs or recruiting campaigns in the *Targeted Candidate Recruitment* area.

Additionally, DETR will organize and promote one or more Virtual Job Fairs per Section 5.3.e.ii of the regulations.

Referral and Evaluation

DETR will screen applicants utilizing the essential skills, knowledge and abilities identified by the IBEW. Methods will include interviews, reviews of work history and resumes, assessment of qualifications and through any evaluations as prescribed by the IBEW. DETR will then refer qualified candidates to the IBEW for further evaluation and selection into the program.

Training

Candidates referred into the program will need the OSHA10 Construction certification issued by the Occupational Safety and Health Administration ("OSHA"). Eligible candidates may receive funding for the OSHA-10 certification under Nevada's Career Enhancement Program ("CEP"), administered by the Employment Security Division of DETR (NRS 612.607). If the candidate is not CEP eligible, DETR will attempt to refer the candidate to workforce development organizations for funding.

Job Titles, Compensation and Benefit

The IBEW local 357 has identified the Solar Project Panel Installer as their entry-level position for the ESAP. The IBEW local 401 will use the Construction Wireman as their entry level job for the ESAP. Compensation may vary based on negotiated rates between the contractor and the respective IBEW local but will not drop below wages already established for these positions. Benefits include family health care including medical, dental and a retirement plan.

Annual Reporting

Pursuant to sec. 4(6) of the regulations (R136-201), DETR will provide aggregate workforce statistics to NV Energy no later than February 28 annually to enable NV Energy to meet the corresponding March 1 reporting requirement for the SWIO Program.